

SC063813

Registered provider: DMR Services Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned. It provides care for up to six children who may experience childhood instability, which may lead to trauma and associated risks.

There is a registered manager in post, who is suitably qualified and experienced.

At the time of the inspection, two children lived at the home. Both children were present and spoke with the inspector.

Inspection dates: 9 and 10 December 2024

Overall experiences and progress of children and young people, taking into account	good
---	-------------

How well children and young people are helped and protected	good
---	------

The effectiveness of leaders and managers	good
---	------

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 12 March 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/03/2024	Full	Good
17/01/2023	Full	Good
11/05/2021	Full	Good
05/08/2019	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of the inspection, two children lived at the home. One child has lived at the home for over a year; they have remained settled and have made good progress across all areas of their development. One child has recently been welcomed into the home following a thorough assessment of their needs. Four children have moved out of the home, and because of effective planning, two children have successfully moved into semi-independent living.

One child has left in an unplanned way due to criminal proceedings being initiated. Staff did not provide the child with an individualised package of support when leaving the home. The manager has reflected on strategies that can be embedded for when children move out of the home in an emergency situation. This will ensure that children receive a summary of the positive reflections of their time and the positive accomplishments they achieve while living at the home.

Staff understand children's health needs and record these clearly in their plans. Staff identify specialist health services when needed and assist children to access support when required. The arrangements for the controlled storage and administration of medication are safe and effective.

One child regularly attends an education provision. Another child who has recently moved into the home accesses online education, and steps are in place to locate a full-time on-site school in the local area. The manager acts as an advocate to ensure the education plans for children are being met. One child who has left the home could not read or write when they first moved in. By the time they left, their education provider shared that not only could they read and write, but they had made such excellent progress that the school offered them part-time employment, which they accepted and have maintained.

Children's views are regularly sought in respect of how they feel about their care and home environment. Children are encouraged to take an active role in personalising their bedrooms to their individual needs.

Staff understand the importance of children's support networks outside of the home. Staff support children with their relationships with family and friends and facilitate family time.

How well children and young people are helped and protected: good

Staff know children well and understand the specific risks to each individual child. This is reinforced with up-to-date risk assessments for every child that are reflective of new or emerging risks. Staff help children to understand and identify risk. This is achieved

through staff having regular conversations with children to raise their understanding of risk and how to safely manage this.

Staff support children with positive behaviour effectively. The staff team responds positively when there are unsettled periods that result in an increase in behavioural incidents. Staff manage these incidents effectively and use the least restrictive means to reduce any risks to children's safety. Since the last inspection, there has been one recorded physical intervention. The manager has good oversight of staff practice when the behaviour management strategies have been unsuccessful and physical intervention has been required.

Children know how to raise concerns. Managers respond promptly to concerns that are raised, and children are supported and kept informed of what will happen next. Children are encouraged to share their views regularly with staff and professionals involved in their care.

Staff are passionate about raising children's self-esteem and confidence. Positive rewards and verbal praise are used to recognise and celebrate children's achievements. When consequences are used, these are fair and proportionate.

The effectiveness of leaders and managers: good

The home is led by an experienced and qualified registered manager. She advocates for all staff to know children's individual starting points so that they can understand what progress means for each individual child. The manager is supported by two deputy managers and a responsible individual. Together, the team ensures that children are supported to reach their full potential.

The manager promotes ongoing professional development for all staff. Staff have access to an effective training programme and are provided with opportunities to regularly refresh key training programmes. When agency staff are used, the manager identifies staff who are familiar to the children. This ensures consistency for the children so that they can receive an efficient continuity of care. Staff receive regular supervision that provides a reflective space to review the quality of their practice and the progress that children are making.

Systems for monitoring the care that children receive are mostly good. However, the manager's systems have failed to identify gaps in a child's weekly log. Failure to effectively record accurate information meant that there were gaps in the sharing of information when the child moved into their new home. In addition, there was no management oversight recorded in a child's incident form when a metal detector was used on a child who had returned following a period of being missing from home.

The manager carefully considers the impact of new children moving into the home. The manager thoroughly assesses this and seeks the views from the children living in the home before other children move in. Despite the gaps in children's case records, the

manager's oversight of significant incidents is clear, with evaluations that capture the learning that has taken place. The manager's responses to children are written in a child-friendly way and promote relationships to be restored.

The manager has built a strong working relationship with key professionals in children's lives. Professionals commented on how well the team communicates with them and that they feel confident that they have the most up-to-date information about children so they can provide them with the right care and support.

What does the children's home need to do to improve?

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'. The registered person(s) must comply within the given timescales.

Requirement	Due date
The registered person must maintain records ("case records") for each child which— are kept up to date. (Regulation 36 (1)(b)) This specifically relates to ensuring children's weekly reports are kept up to date and all incident forms are reviewed and have management oversight.	23 January 2025

Recommendation

- The registered person should ensure that children have a positive experience of moving on from the home. They should actively seek to make the fullest contribution to transitions of children who leave the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 17, paragraph 3.28)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, using the social care common inspection framework. This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'.

Children's home details

Unique reference number: SC063813

Provision sub-type: Children's home

Registered provider: DMR Services Ltd

Registered provider address: 102 Queslett Road, Streetley, Sutton Coldfield, Birmingham B74 2EZ

Responsible individual: Joanna Mountford

Registered manager: Samantha Turley

Inspector

Charlotte Tippet, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked-after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2024